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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/839,328	04/20/2001	Christopher McDonald McQuown	20-EB-5007/624226.307	2540
29391	7590	03/17/2004	EXAMINER	
BEUSSE BROWNLEE WOLTER MORA & MAIRE, P. A. 390 NORTH ORANGE AVENUE SUITE 2500 ORLANDO, FL 32801			HAMILTON, MONPLAISIR G	
		ART UNIT		PAPER NUMBER
		2172		
DATE MAILED: 03/17/2004				

Please find below and/or attached an Office communication concerning this application or proceeding.

SF

Office Action Summary	Application No.	Applicant(s)	
	09/839,328	MCQUOWN ET AL.	
	Examiner	Art Unit	
	Monplaisir G Hamilton	2135	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1) Responsive to communication(s) filed on 20 April 2001.
 2a) This action is **FINAL**. 2b) This action is non-final.
 3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4) Claim(s) 1-13 is/are pending in the application.
 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
 5) Claim(s) _____ is/are allowed.
 6) Claim(s) 1-13 is/are rejected.
 7) Claim(s) _____ is/are objected to.
 8) Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9) The specification is objected to by the Examiner.
 10) The drawing(s) filed on _____ is/are: a) accepted or b) objected to by the Examiner.
 Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
 Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
 11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
 a) All b) Some * c) None of:
 1. Certified copies of the priority documents have been received.
 2. Certified copies of the priority documents have been received in Application No. _____.
 3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) Notice of References Cited (PTO-892)
 2) Notice of Draftsperson's Patent Drawing Review (PTO-948)
 3) Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
 Paper No(s)/Mail Date 6 and 7.

4) Interview Summary (PTO-413)
 Paper No(s)/Mail Date. _____.
 5) Notice of Informal Patent Application (PTO-152)
 6) Other: _____.

DETAILED ACTION

1. Claims 1-13 are pending.

Information Disclosure Statement

2. The information disclosure statement (IDS) submitted on 07/06/01, Paper No. 6, 10/2/01, Paper No. 7, is in compliance with the provisions of 37 CFR 1.97. Accordingly, the information disclosure statement is being considered by the examiner.

Claim Rejections - 35 USC § 102

The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

3. Claims 1-13 are rejected under 35 U.S.C. 102(e) as being anticipated by US 6697894 issued to Mitchell et al.

Referring to Claims 1 and 8:

Mitchell discloses a computerized method for guiding equipment service personnel while at an equipment work site through a plurality of tasks for troubleshooting the health of a selected system of a selected equipment to determine the nature and extent of service needed for such system, said method comprising:

providing a database comprising detailed data for health assessment and servicing of a selected equipment and system thereof (col 2, lines 35-45), and an expert rule-based troubleshooting wizard for eliciting information regarding the selected equipment and system and for providing troubleshooting instructions to determine the nature of the equipment fault and the servicing required for the selected equipment and system (col 12, lines 10-20);

providing an input/output device at the work site for communicating with the database (col 4, lines 20-45);

selecting the equipment and the system thereof to be serviced (col 16, lines 25-45; col 28, lines 5-30);
accessing the database to interface with the troubleshooting wizard for the selected equipment and system (col 28, lines 45-65);
providing in response to a set of prompts to the personnel from the troubleshooting wizard at least one set of observations selected from the group comprising operational performance of the selected equipment, operational performance of the selected system, and fault indications detected in the equipment and system (col 28, lines 5-20l, 55-68; col 29, lines 10-20); and processing said observation information relative to the troubleshooting wizard to determine whether or not said selected equipment and system needs to be serviced, and if so the nature and extent of that service (col 29, lines 1-20).

Referring to Claim 2:

Mitchell discloses the limitations of Claim 1 above. Mitchell further discloses the troubleshooting wizard is downloaded to the input/output device for performing the servicing activities (col 6, lines 20-48).

Referring to Claims 3 and 9:

Mitchell discloses the limitations of Claims 1 and 8 above. Mitchell further discloses the input/output device communicates with the database after completion of the servicing activities to transfer information regarding the servicing of the selected equipment and system back to the database (col 22, line 60-col 23, lines 10).

Referring to Claims 4 and 10:

Mitchell discloses the limitations of Claims 1 and 8 above. Mitchell further discloses the input/output device is in communication with the database during the servicing activities (col 28, lines 45-65; col 17, lines 15-35).

Referring to Claims 5 and 11:

Mitchell discloses the limitations of Claims 1 and 8 above. Mitchell further discloses the input/output device interfaces with the troubleshooting wizard while the wizard is resident in the database (col 11, lines 10-20; col 12, lines 10-20).

Referring to Claims 6 and 12:

Mitchell discloses the limitations of Claims 1 and 8 above. Mitchell further discloses the input/output device is selected from the group comprising an Internet terminal, a computer terminal, a telephone and a radio transceiver (col 10, lines 1-10).

Referring to Claims 7 and 13:

Mitchell discloses the limitations of Claims 1 and 8 above. Mitchell further discloses the input/output device communicates to the database via wireless communications (col 8, lines 25-35).

Prior Art

4. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

US 20020055358 issued to Hebert, Thomas H. Hebert discloses a system for providing direct field technical, troubleshooting, engineering analysis, equipment performance and efficiency analysis, new equipment and parts information, invoicing and sales support by means of data input and data retrieval in the field through the use by field located personnel of a hand-held, wireless communication device that allows direct field communication with a base or service provider master computer and software programs. Finally, utilization of a base or service provider located master computer and software programs to provide all the primary computing processes needed to support a limited field located data entry and retrieval device that could further use the input data to establish a master computer file for a customer, equipment, performance and invoicing database.

US 5877961 issued to Moore, William C. Moore discloses a computer-controlled electronic support system includes an electronic workstation with a display screen and pointing device coupled to a central processing unit where an operator performs an operation on a workpiece. The workpiece operation begins by an operator entering and processing a work order identifier. In response to that work order identifier, a corresponding workpiece identifier is generated. Image, graphic, and text information associated with that workpiece identifier is retrieved from memory. A user-friendly, menu-based display screen provides a plurality of entries with each entry having menu options associated with the workpiece identifier.

Advantageously, an operator can select any one of several different images of the workpiece simply by selecting a menu option. Not only is the particular workpiece image displayed, but also a plurality of graphics associated with that workpiece image. The graphics may include for example icons and "hotspot" areas of the displayed image, any one of which may be selected by the operator simply pointing to the graphic on the display screen. In response, information is displayed relating to the workpiece corresponding to the selected graphic that will assist the operator in performing a particular support operation on the workpiece, e.g., maintenance, servicing, testing, repair, etc.

Conclusion

5. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Monplaisir G Hamilton whose telephone number is (703) 305-5116. The examiner can normally be reached on Monday - Friday (8:00 am - 4:30 pm).

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Kim Y Vu can be reached on (703) 305-4393. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Monplaisir Hamilton



KIM VU
SUPERVISORY PATENT EXAMINER
TECHNOLOGY CENTER